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UNITED STATES CIVIL SERVICE COMMISSION

BUREAU OF RETIREMENT AND INSURANCE

WASHINGTON 25, D.C.

ADDRESS REPLY TO
"U.S. CIVIL SERVICE COMMISSION"
AND REFER TO
FILE RH:HEH:aha

AND DATE OF THIS LETTER

JUL 10 1961

[redacted]
Government Employees Health Association, Inc.
P. O. Box 463
Washington 4, D. C.

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Dear [redacted]

SUBJECT: ID CARDS UNDER FEDERAL EMPLOYEES HEALTH BENEFITS ACT

In my May 1, 1961 letter to you on the same subject, we requested that you answer five questions relative to ID cards and other plan furnished material. The answers to the questionnaire from 36 of the 38 plans show the following:

- 9 plans presently mail ID cards to enrollees
- 4 plans expressed a desire to change to direct mailing
- 19 plans are willing to change to direct mailing
- 4 plans want to continue to send ID cards to payroll offices

The handling of ID cards in payroll and employing offices under a system whereby some plans mail them to the payroll office and some plans mail them direct to the enrollee has created a burden and inefficient operation at the agency level. We believe, as many plans indicated, that the enrollee's prompt receipt of an ID card can best be accomplished by every plan mailing the ID cards direct to enrollees.

It is requested that those plans not presently sending ID cards direct to the home address of new enrollees and enrollees changing enrollment code numbers send them direct to the enrollees on and after October 1, 1961 but not before. Agencies will be informed by this office that all such plans will start mailing ID cards direct to enrollees with the SF 2811 transmittals received by them on or after October 1, 1961. We are requesting that if you presently furnish ID cards to payroll office for distribution that you continue this practice through the month of September so that an orderly changeover can be made in the agencies.

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We want to thank you in advance for your cooperation in improving the service to the enrollees and absorbing this additional administrative task.

Sincerely yours,

Irving Kator
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Irving Kator
Assistant to the Director